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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Group Art Unit: 2642

Appln. No. : 09/578,723

Examiner: W. J. Deane Jr.

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER=S GOALS
AND BEHAVIORS WITHIN A CUSTOMER SERVICE CENTER
ENVIRONMENT

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

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Sir:

In accordance with the duty of disclosure under 37 C.F.R. 1.56, 1.97-1.98, and supplemental to the Supplemental Information Disclosure Statements filed on March 15, 2004, August 20, 2001 and April 13, 2001, and the Information Disclosure Statement filed on November 29, 2000, the Applicants hereby call the following documents to the Examiner's attention:

Applicants submit herewith a copy of a Examination Report from the United Kingdom Patent Office dated February 3, 2004, with respect to counterpart Patent Application GB 0128396.9, in which the United Kingdom Patent Examiner cited the following documents:

KELLNER, A. et al., "PADIS - An Automatic Telephone Switchboard and Directory Information System", Speech Communication, October 1997;

CARPENTER, B. et al., "Natural Language Call Routing: A Robust, Self-Organising

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Approach", Lucent Technologies Bell Laboratories, 1998;

"Lucent Technologies Announces Trial of Natural Language Call Routing Technology", press release, December 3, 1997; and

RICCARDI, G. et al., "A Spoken Language System for Automated Call Routing", IEEE International Conference on Acoustics, Speech, and Signal Processing, AT&T Bell Labs, 1997.

The particular portions(s) of each reference that is considered to be relevant to the claims of the corresponding United Kingdom application to which the reference is considered to be relevant, are as set forth in the United Kingdom Examination Report.

Copies of the above-noted documents are attached, and have been listed on a PTO-1449 Form which is also attached hereto. A copy of the United Kingdom Examination Report is also enclosed. Accordingly, the Examiner is requested to initial the appropriate spaces on the attached PTO-1449 Form and to return a copy of the Form to the Applicants with the next official communication in the present application to confirm consideration of these documents.

The undersigned submits that each item of information contained in the instant Supplemental Information Disclosure Statement was first-cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the instant Supplemental Information Disclosure Statement. Accordingly, the fee set forth in 37 C.F.R. 1.17(p) is not enclosed, pursuant to 37 C.F.R. 1.97(c)(1).

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Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully submitted,
Robert R. BUSHEY et al.

 R No 33630

Bruce H. Bernstein
Reg. No. 29,027

March 30, 2004
GREENBLUM & BERNSTEIN, P.L.C.
1950 Roland Clarke Place
Reston, Virginia 20191
(703) 716-1191